

**RFQ NOTIFICATION SHEET**  
**Office of Contracts and Rate Setting**

State of Michigan  
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount:	<b>\$175,055.00    One Year</b>	ITB Number
	<b>\$525,165.00    Three Year</b>	<b>DEL_0725002</b>

Bid Description:

**Genesee County- Delinquency contract for Juvenile Justice  
Diversion/Reintegration Services**

Due Date For Response:

**August 2, 2006**

Contact Person Name:

**Tawnya Stock**

Phone #:

**810-760-2009**

E-Mail Address:

[stockt@michigan.gov](mailto:stockt@michigan.gov)

**REQUEST FOR QUOTE**  
Michigan Department of Human Services

Contract/RFQ Number: **DEL 07 25002**

Bid Submission Due Date & Time: **August 2, 2006; 11:00 a.m.**

Geographic Area to be Served: **Genesee County**

Service Titles: **Juvenile Justice Diversion and Reintegration Services**

Anticipated Contract Begin and End Dates: **October 1, 2006 through September 30, 2009**

Method of Reimbursement:    **x**       Actual Cost                      Unit Rate

Maximum Annual Contact Amount:    **\$ 175,055.00**                      per year

Issuing Office: Department of Human Services   **Genesee County**

Contact Person: **Tawnya Stock**

Telephone #:   **810-760-2009**                      Fax #:   **810-760-2984**

Email Address:   **stockt@michigan.gov**

Pre-proposal Conference: (Date, time, location)   **July 19, 2006; 11:00 a.m.; 6<sup>th</sup> Floor; 125 E. Union St.; Flint, MI 48502**  
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **July 20, 2006; 2:00 p.m.**

Submit 6 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

<b>Genesee County</b>		
DHS Office		
<b>6<sup>th</sup> Floor; 125 E. Union Street;</b>		
Street Address		
<b>Flint</b>	<b>MI</b>	<b>48502</b>
City	State	Zip

The bidder must submit all inquiries regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS' availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

### Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder's fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority: P.A. 2080 of 1939.	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
Completion: Mandatory.	
Penalty: Contract Invalid	

## **BIDDER OVERVIEW**

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

## **Description of Services for Bid**

### **I. CONTRACTOR RESPONSIBILITIES**

#### **A. Geographic Area**

The Contractor shall provide services described herein in the following geographic area: Genesee County.

#### **B. Location of Facilities**

To Be Determined.

#### **C. Client Eligibility Criteria**

1. 1. P.A. 150 State wards and probate court wards under DHS supervision who are recommended for a community-based, family-focused program, as an alternative to out-of-home placement.
2. P.A. 150 State wards and probate court wards under DHS supervision who are in an out-of-home placement and are recommended for an accelerated return to the community.
3. For those counties that have approved joint court-DHS local office child safety and permanency plans, supervised court wards are also eligible for these services.
4. Neglect wards under DHS supervision that demonstrate pre-delinquent behaviors but have not been prosecuted. Pre delinquent behaviors may include but are not limited to: incorrigibility, verbally and/or physically threatening behavior towards others, assault upon another, uncontrolled anger/aggression towards others and theft.

#### **Determination of Eligibility**

- a. DHS local (county) office determines and documents program and payment eligibility. The Contractor agrees to accept all referrals.
- b. All youth and families who enter the Diversion Program shall be asked to sign an agreement or contract verifying their willingness to participate in the program and comply with all program requirements.

- c. For the reintegration component, the Contractor shall be required to work with families who are reluctant to participate and may be uncooperative.

D. Services to be Delivered

Service #1 of 1: JUVENILE JUSTICE REINTEGRATION

1. Activities the Contractor shall perform:

The Contractor shall:

a. Maintain the following staff:

1) Supervisors:

a) Who shall possess one of the following:

- (1) A master's degree in social work and one year of experience as a social service worker.
- (2) A master's degree in sociology, psychology, or guidance and counseling and two years of experience as a social service worker.
- (3) A bachelor's degree in sociology, psychology, social work, or guidance and counseling and four years of experience as a social service worker in a child care organization. Two years of the four years of experience shall be in a child placing DHS.

b) Attend any DHS-provided training based on the Juvenile Justice Diversion and Reintegration Alternatives (JJDR) model. The training materials shall be incorporated into service delivery.

c) Periodically participate in the activities of direct care workers to assure compliance with direct service requirements.

d) Participate in quarterly DHS sponsored regional cluster meetings with other county Family Independence DHS

and CTW staff. Review and approve, by signature, all service plans, progress reports, and termination summaries.

- e) Direct the CTW to attempt to contact the client's family by telephone and then in person within 72 hours from the time of community placement from out-of-home care or referral for diversion cases.
- f) On a monthly basis, review with staff individual case progress, consulting on problems, action steps and goals and discussing cases on a one-on-one basis in order to determine appropriate case management strategy.
- g) Assure delivery of JJDRA services to an average of 12 youth and families as appropriate each year for each full-time CTW. Supervisors may also directly serve some families each year.
- h) Assign a caseload of six (6) youth and their families to each full-time CTW and each full-time equivalent YSW. Two (2) additional youth/families may be assigned as the level of service to other youth/families is decreased. The decision for CTW's and YSW's to add cases rests solely with the DHS' referring units.

## 2) Community Treatment Worker(s) (CTW)

- a) Who shall:
  - (1) Possess a bachelor's degree with a major in sociology, psychology, social work, or guidance and counseling or a master's degree in sociology, psychology, social work, or guidance and counseling. This worker shall also have two (2) years of post-degree professional experience in working with delinquent youth.
- b) Complete the following reports using formats provided by the DHS:
  - (1) Appropriate releases and authorizations which shall be obtained within 7 days of the initial family contact.

- (2) For diversion cases the family must agree in writing to participate in the program and comply with all program requirements. For reintegration cases, the family's written agreement to participate is desirable, but not required.
  - (3) An intake and assessment and initial service plan, which must be completed within thirty (30) days of case opening.
  - (4) On a monthly basis, a summary of daily contacts.
  - (5) Updated quarterly service plan.
  - (6) Termination report, using the format provided by the DHS.
- c) Attend an admission conference within thirty (30) days of case opening for youth assigned to the Nokomis Challenge Center.
- d) Transport or arrange for the transportation of family members of the Nokomis Residential Program, as appropriate every other week to attend and co-facilitate family sessions and conduct 2-hour family sessions with the family in the community during the in-between weeks while the youth is in residential care.
- e) Attend a transition conference sixty (60) days prior to release for all youth being released from other residential programs.
- f) Provide individual and family treatment as specified in the case plan and level system.
- g) Conduct a termination interview with the youth and family as appropriate to summarize the progress and discuss options for maintaining programs. The DHS' Juvenile Justice Specialist (JJS) shall be asked to participate in the termination interview.
- h) Summarize the progress the youth and family made and send the summary in a letter signed by the CTW to each family completing the program; with a copy sent to the



JJS. This shall be sent no later than seven (7) days after case closure.

Administer the Client Satisfaction Questionnaire, which shall be provided by the DHS, upon termination of each case to determine satisfaction with the JJDRA program. A copy of the completed forms shall be kept in each case record.

- i) Recommend placement of youth whose behavior is deteriorating and, if the DHS makes the placement work with the JJS and the facility to complete the assessment. A petition for a delinquent offense and court order is required for such detention and assessment.
  - j) Recommend to the DHS return of eligible youth whose behavior is deteriorating to prior DHS institutional placements and treatment groups where the youth have established relationships. The Contractor shall work with the assigned residential care staff to avoid a full-scale escalation of placement for the youth in an institution. The court order approving release from a DHS institution must authorize 72-hour respite. A petition for a delinquent offense is required and a court order is required for such respite.
  - k) Attend DHS-provided training based on the Juvenile Justice Diversion and Reintegration Alternatives (JJDRA) model.
  - l) Maintain ongoing contact with the referring JJS at a frequency sufficient to address the circumstances of the individual case.
  - m) Provide services in the client's home or at a location mutually agreed-upon by the staff and client, as appropriate.
  - n) When the assigned CTW and/or YSW is unavailable, provide a comparable back-up person familiar with the youth's case.
- 3) Youth Surveillance Worker(s) (YSW)
- a) Who shall:

- Be a person of good character, emotional stability, and of sufficient health, ability, experience, and education to perform the duties assigned.

This worker shall also have adequate transportation resources (personal or Contractor provided), and if driving, must provide a valid driver's license and proof of vehicle insurance coverage.

- Provide face-to-face mentor or surveillance contacts to all youth and families. Under the direction of a CTW, a YSW shall develop positive relationships with delinquent youth and family, serve as a constructive adult role model and monitor the whereabouts of delinquent youth. The monitoring shall occur several times a day when first assigned a case in the community and progressively less frequently as the youth involved makes progress toward the achievement of community treatment goals. The exact schedule of monitoring is to be determined by the CTW, in consultation with the JJS and YSW.

- b. Assure that all staff who have any direct contact with youth or families on an ongoing basis shall have the following documentation in their personnel files prior to having any direct contact with clients:

- Documentation of Law Enforcement Information Network (LIEN) check. Any prior felony convictions or other abnormalities must have written evidence of supervisory review and acknowledgment which justifies employment.

- c. Training

- 1) Provide a minimum of four (4) hours of the following pre-service and ongoing in-service training as needed, to all staff in the following topics or subject areas. A minimum of four (4) hours of training shall be provided in topics a) through c). A minimum of two (2) hours of training shall be provided in topics d) through h).
  - a) Aggression replacement training and problem solving.
  - b) Assertiveness, affect and parenting training.

- c) The offense cycle.
  - d) Listening skills development to help workers become aware of how they listen to or "hear" youth.
  - e) Communication skills improvement so workers can talk with youth in a confident, spontaneous and empathetic manner.
  - f) Providing basic adolescent theory of behavior, explaining states of child development, primarily focusing on adolescence, and both "normal" and "abnormal" behavior in adolescent years.
  - g) Information on teenage depression/suicide to help them understand symptoms and causes of depression - dynamics of teenage suicide.
  - h) Dysfunctional family systems and how structural changes as well as emotional changes in a family can affect the adolescent.
  - i) Preliminary introduction to substance abuse and its effects on the youth and family.
  - j) Methods of self-protection to be used only in crisis intervention/life threatening situations with physically aggressive youth in holdover and/or transporting.
- 2) Provide DHS with a detailed plan identifying how it will comply with these requirements.
  - 3) Provide pre-service and ongoing in-service training as needed, to all staff in the following topic or subject area:

Information regarding the youth or family being served shall not be disclosed to anyone except DHS and pertinent Contractor staff.

d. Provide the following core services to all youth and their families:

- 1) Intensive Family Treatment

Provide intensive Family Treatment Services to all youth and families. Services shall be provided as an alternative to placement during the later stages of residential treatment and during post-residential treatment of youth.

Intensive family services shall be defined as frequent and purposeful contact with the client and his/her family, with as many as possible of these contacts to occur within the family's home unless contraindicated in the treatment plan.

Purposeful shall be defined to be contact(s) that are planned in terms of activities to be undertaken, issues to be addressed, and specific outcomes to be achieved. The purpose, and related contact activities, can be related to one or more of the following family goal areas:

- a) Parenting/family communication skills development.
- b) Life skills development (budgeting, efficient shopping, establishing a checking account, etc.).
- c) Family strengths and needs assessment and resource identification.
- d) Family issues identification and resolution (family counseling activities).
- e) Youth/family progress assessment in meeting prior goals.
- f) Advocacy activities on behalf of the youth/family.
- g) Transportation assistance to obtain needed community services.
- h) Youth/family job development and search activities.

## 2) Face-to-Face Mentor/Surveillance Contacts

Provide face-to-face mentor or surveillance contacts to all youth and families. Under the direction of a CTW, a YSW shall form positive relationships with delinquent youth and family, serve as a constructive adult role model with delinquent youth, and monitor the whereabouts of delinquent youth. The monitoring shall occur several times a day when first assigned a case in the community and progressively less frequently as the youth

involved makes progress toward the achievement of community treatment goals.

3) Level System

Provide a level system for all youth and families, as court action required in the treatment plan developed by the JJS and guidelines established by the DHS. A CTW and/or mentor YSW shall oversee a level for delinquent youth that will determine the frequency of contacts with youth and their families by CTWs and mentor YSWs that will reinforce, (with incentives) progress by youth in achieving treatment goals and that will allow for immediate and progress sanctions with youth for negative behavior.

Through the YSW, under the direction of the CTW, form positive relationships with delinquent youth. Serve as a constructive adult role model with delinquent youth and monitor the whereabouts of delinquent youth several times a day when first assigned a case in the community and progressively less as the youth involved makes progress toward the achievement of community treatment goals. The exact schedule of monitoring is to be determined by the CTW, in consultation with the JJS and the YSW. Refer to the minimum contact schedule as a guideline.

Youth and Family Services Program  
Youth Surveillance Workers  
Minimum Contact Schedule

4) Reintegration/Transition Program

	<u>Youth</u>	<u>Parent</u>	<u>Community Resources</u>
Center Level 45-60 Days	3 per day 7 days/week	1 per day with or without youth present	1 per Contractor per day
Community Level I 45-60 Days	2 per day 7 days/week	3 per week with or without youth present	5 bi-weekly per Contractor
Community Level II 45-60 Days	N/A	2 per week with youth present at	4 bi-weekly per Contractor

least once

- a) Complete on a weekly basis, a summary of daily contacts.
- b) Obtain the youth or parent's signature on a verification form as proof that the youth was at an appropriate location.
- c) A random ten percent (10%) of all contacts are to be made between the hours of 12:00 a.m. and 8:00 a.m.
- d) By 9:00 a.m. notify the CTW and JJS of any youth not available for contact the prior evening.

5) Twenty-four (24) Hour On-Call Crisis Intervention System

Provide a twenty-four (24) hour on-call crisis intervention system of crisis intervention coverage. CTWs and YSWs shall be available to their clients 24 hours per day, seven days a week to cover any contingencies.

Response to calls shall not exceed 30 minutes. As additional response insurance, each family shall be assigned at least two backup contacts (supervisor, another CTW, another YSW). CTW's and the supervisor shall be provided telephone pager (beeper) systems which they shall be required to have in their possession at all times.

Initial response to a crisis call shall normally be by phone to determine the nature and extent of the problem. A joint determination of the next step in the intervention shall include the CTW's and/or YSW's recruitment for a physical presence at the family home. Adequate CTWs and YSW transportation is a prerequisite for employment so that crises may be handled adequately. Interventions shall be conducted following standard therapeutic procedures, and, if indicated, with an experiential intervention.

- e. Provide services during time periods which accommodate clients and clients' family's education and employment schedules. A plan which assures that the availability needs of clients will be met shall be developed.
- f. Complete (and submit to DHS, as indicated) the following reports using formats provided by DHS.

- 1) An intake and assessment and initial service plan within thirty (30) days of case opening.
  - 2) An updated quarterly service plan, due within 5 working days of the close of each 90 day service quarter.
  - 3) Any required quarterly Risk Reassessment and Needs Reassessment Report instruments, due within 5 working days of the close of each 90 day service quarter.
  - 4) A termination report, completed within 10 working days of the family leaving the Contractor's service.
- g. Provide the following supplemental services, to be made available at all times and to be provided to clients on an as-needed basis:
- 1) Networking/Advocacy  
  
Arrange for services, provide consultation or advocate for youth with schools, substance abuse treatment agencies, other human service agencies, employers, banks, neighbors, landlords, relatives, peers, on an as-needed basis.
  - 2) Restitution or Community Services  
  
Subject to the approval of the court, insure that plans for restitution to victims and/or community are carried out by delinquent youth.
  - 3) Electronic Monitoring  
  
Subject to the approval of the court, and program policy established by the DHS, oversee the use of electronic monitoring. This electronic monitoring service shall be provided by DHS, but shall be overseen by the Contractor.
  - 4) Random Drug Screening  
  
Subject to the approval of the court, oversee the provision of random drug screening with selected youth. The CTW and YSW shall oversee the provision of drug screening. These services shall be secured from existing service providers fund sources, (such as Medicaid). When other funding sources are not an

option, the Contractor may be reimbursed for costs incurred in obtaining drug screens with prior approval from the JJS.

5) Flexible Monies

Oversee, on an as-needed basis, the spending of flexible monies. The CTW and/or the YSW may spend, as needed, up to an average total of \$300.00 for a youth's family for environmental needs or client reinforcement. The Contractor shall develop a written plan to administer flexible monies averaging \$300.00 per client family. The plan to access the monies must include availability to the CTW within 24 hours of request.

a) Environmental needs may include such purchases as:

- (1) A refrigerator.
- (2) Beds.
- (3) Relocation costs.
- (4) Other specific needs.

b) Client Reinforcement may include such activities as:

- (1) Purchasing services or items that will help the family, such as child care, laundry costs, YWCA/YMCA passes, books and other reading materials.
- (2) Reinforcing clients for meeting goals or following through on tasks.
- (3) Relationship-building with clients, or just getting some privacy by meeting with the client in coffee shops/ restaurants.

The per-family allocation may be increased on a case-by-case basis to up to \$600.00 with prior approval of DHS Juvenile Justice Specialist.

6) Out of Home Placement Options

a) Arrange for relative or other appropriate placements upon consultation with, and advance approval of, DHS' local office if it appears that any child/youth is in jeopardy of removal from the home. The Contractor shall make every



effort to preserve in-home or relative placement, including continuing family services while the youth is out of the home for up to 5 days, or longer with DSW approval.

- b) Possess a child placing DHS license, or a written agreement with another DHS with a child placing license, and a contract with DHS for out-of-home care.
- c) Provide or arrange for General Family Foster Care or supervised independent living for youth who cannot be returned home, or who must be removed from their home. The JJS shall approve such placement, in advance. Board and Care Payments for youth in these living arrangements shall be made through the General Foster Care or Supervised Independent Living contract with DHS and shall not be reimbursed as a part of this Agreement.
- d) The General Foster Care DHS shall provide the following services which shall be reimbursed by DHS, exclusive of this Agreement, through the DHS's General Foster Care or Supervised Independent Living Agreement.
  - (1) Recruitment, training and certification of foster family homes.
  - (2) Monitoring of foster home licensing compliance, investigate complaints, renew/revise/close licenses as appropriate.
  - (3) Supervision of the foster family home care and independent living placements.
  - (4) Development and implementation of a treatment plan which includes resolution of the problems which brought the youth into care and provides for visitation and work with family.
  - (5) Completion of all required foster care reports.
  - (6) Provision of general DHS overhead such as office space, supplies and personnel to operate a general foster care program. (25 to 1 case(s) to worker ratio).

- e) The Contractor's services shall continue during any general foster care or independent living arrangement.
- f) If a youth is placed in any residential care facility and the plan is to return the youth to a community-based living arrangement, the following criteria apply:
  - (1) If the youth is in care for up to 30 days services under this Agreement, (CTW services only) shall be continued.
  - (2) If the youth is in care for more than 30 days, all services under this Agreement shall be discontinued.
- g) Case Consultation/Crisis Intervention with DHS Residential Care Staff

Case consult with DHS' residential care staff, on an as-needed basis. This may involve the youth and family (as well as the JJS /YSW) coming to the institution or the institution staff coming to the community. This service is only for youth who had a prior placement in a DHS-operated facility.

- h) Detention and Assessment (as available)

Shall recommend appropriate placement of youth whose behavior is deteriorating, subject to the approval of the court. If DHS determines that placement is required, the Contractor shall provide: 1) client transportation and 2) information as required for assessment purposes. A petition shall be filed by DHS for a delinquent offense and a court order shall be required for this detention and assessment.

- i) Seventy-two (72) Hour Respite (as available)

With the approval of the court, recommend to the JJS return of eligible youth whose behavior is deteriorating to a prior DHS operated residential treatment group where the youth have established relationships. The CTW and/or YSW shall work with the assigned residential care staff to avoid a full scale escalation to a DHS-operated institution. The court order approving release from an institution shall

authorize 72-hour respite or a petition for a delinquent offense and a court order should be required for this respite care. This service shall be for youth with a prior placement in a DHS-operated institution.

- j. The average duration of services shall be six months, excluding Nokomis youth whose duration of service will be individually determined, but shall not exceed twelve (12) months. Individualized treatment plans shall be developed in which the duration of service will be from 2 months to 1 year.

### 3. Volume of Service

- a. Clients – The estimated number of unduplicated eligible clients to be served during the period of this Agreement shall be: 54 (18 per fiscal year).

From the estimated number of unduplicated eligible clients, the following will be served:

Fiscal Year:	Estimated Number of Clients
October 1, 2006 through September 30, 2007	18
October 1, 2007 through September 30, 2008	18
October 1, 2008 through September 30, 2009	18

Unit Definition: One unit equals one (1) youth served as outlined in the project description.

- b. Units: The estimated number of units of service to be provided per term of Agreement shall be: 54 (18 per fiscal year)

From the total amount, the estimated number of units that may be expended during the following period is:

Fiscal Year	Estimated Number of Units
October 1, 2006 through September 30, 2007	18
October 1, 2007 through September 30, 2008	18
October 1, 2008 through September 30, 2009	18

- c. Ratio - The ratio of staff to clients shall be twelve (12) youth/families per CTW, per year.

E. Evaluation Reporting Requirements

The Contractor shall submit to DHS monthly reports that indicate the status and effectiveness of activities performed under this Agreement as indicated:

1. Complete as requested all JJDRA reporting forms.
2. Cooperate with the program audit and evaluation. The Contractor shall permit DHS or any of its identified agents access to the facilities and records being utilized at any reasonable time, to audit and evaluate the operation of the program.
3. Submit all reports and information requested by DHS within deadlines established by DHS.
4. The Contractor shall submit an annual report acceptable to DHS within 90 days of the end of each fiscal year.

The annual report shall, at a minimum, include:

- a. Program History.
- b. Overview of DHS.
- c. Program Model.
- d. Program Mission/Philosophy.
- e. Contract Expectations and Results.
- f. Staffing Pattern.
- g. Narrative Services Summary.
- h. Special Projects, Community Involvement.
- i. Problems/Barriers and Corrective Action Plan, if applicable.

The Contractor shall participate in the DHS Management Information System. The Contractor shall have IBM automation capabilities and resources. (Terminal and modem required). The DHS shall supply the software and training

## REQUEST FOR QUOTE - RATING CRITERIA

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

### **I. Bidder's Experience/Qualifications**

(Maximum points 15)

#### **A. Agency**

1. Has bidder ever performed similar services for DHS or another purchaser?

Considerations:

- How recently were services provided and for what duration?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
  3. Does the bidder demonstrate successful collaborate working relationships with other relevant community systems and have documented increased outcomes for clients:

#### **B. Staff**

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- Length of experience
  - Similarity of experience to services to be required
2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- Length of experience
- Similarity of experience to services to be required.
- Is supervisory staff required to have an appropriate level of direct care experience?

3. Does the administrative staff who will provide administrative oversight have experience in this or a related service?

Considerations:

- . Length of experience
  - . Similarity of experience to services to be required
  - . Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
  - . Will the service provided correspond to DHS' needs?
  - . Does current administrative staff have previous work experience in directly providing these similar services?
  - . Does current administrative staff have appropriate previous work experience in human service administration?
4. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

#### **C. Education**

1. Are educational requirements appropriate for each of the following types of staff?
  - . Length of experience
  - . Supervisory
  - . Administrative
2. Does the bidder provide an acceptable level of training for new staff?
3. Does the bidder have an acceptable level of on-going training to staff?

#### **D. Performance**

1. If this or similar services were provided to DHS previously:
  - . Were the terms of the agreement fulfilled satisfactorily?
  - . Was DHS satisfied with the quality of services provided?
  - . If not, did the bidder submit and implement appropriately corrective action plan?
2. If these or similar services were provided to other purchasers:
  - . Were the purchasers satisfied with the services provided?

- . Were the services monitored by the purchasing agency?
- . If yes, were monitoring reports satisfactory?

## **II. Program Implementation (Work Plan)**

(Maximum points 30)

### **A. Service Delivery**

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bidder demonstrate ability to provide services to a diverse client population?
3. Is the bidder's plan for accommodating client barriers to accessing services adequate?
4. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation?
5. Is the bidder assessment process relevant for program eligibility and intent
  - . Strength based; solution focused
  - . Client centered
  - . Timely after referral
6. Does the bidder have an acceptable plan in place to assure that it will begin on the identified date?
7. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
8. Is the bidder's proposed curriculum adequately and appropriately addressing client needs?

### **B. Staffing**

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?

2. Does bid response include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?
4. Does the bidder have an acceptable turnover rate for direct care staff?
5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

**C. Support Activities**

1. Is the facility large enough to meet the demand for services in the geographic service area?
2. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?
3. Does the bidder identify an adequate plan to assure an appropriate level of security for clients?
4. Does the bidder identify an adequate plan to assure an appropriate level of security for the public?

**III. Outcomes**

(Maximum points 10)

- A. Were behavioral outcomes of services provided to DHS or other purchasers satisfactory?
- B. Was the bidder able to demonstrate ability to establish and achieve outcome goals?
- C. Were behavioral outcome goals that were established for the services appropriate?
- D. To what degree were outcome goals achieved? For what percentage of population served were goals achieved? What percentage of goals was achieved?
- E. Does the bidder demonstrate an ability to perform follow-up with clients and assess effectiveness of its services?



#### **IV. Fiscal Resource Allocation**

(Maximum points 30)

- A. Does bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?
- B. Is supervisory and administrative support adequate with respect to appropriately
  - . Consultation
  - . Back-up
  - . Span of control
- C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the bid response?
- D. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- E. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- F. Does proposal specifically identify what resources bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
- G. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- H. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
- I. Has the bidder documented sufficient match to meet state and federal requirements?
- J. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?

- K. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

**V. Availability/Accessibility**

(Maximum points 15)

- A. Does bid response adequately describe how bidder will identify the client population?
- B. Does the bidder have an adequate plan for informing eligible clients of the availability of their services? Is the bidder reasonably accessible to the client population during non-traditional service hours?
- C. Does the bid response adequately describe how bidder will provide outreach services?
- D. Is the bidder able to provide services at times when most clients can access them?
- E. Transportation
- Is the bidder located close to public transportation?
  - Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
- F. Does the bidder make adequate provision for client transportation needs?
- G. Are the bidder's facilities and services easily accessible to clients with disabilities?
- H. Is the bidder's plan for addressing client language barriers feasible and appropriate?
- I. Does the bidder have an appropriate plan for serving clients with physical disabilities?
- J. Is the bidder's plan for use of specific assistance funds reasonable and appropriate to achieve program goals?

**Price Competition**

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

## REQUEST FOR QUOTE POLICY

### General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

#### 1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

#### 2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

#### 3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

#### 4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

#### 5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
  - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
  - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
  - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
  - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
  - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
  - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

## BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

### To register on MAIN:

- Click on <http://www.cpexpress.state.mi.us/>
  - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
  3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
  - The bid response should be paginated, except for attachments
  - Font size should be 12 or larger
  - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

## BIDDER RESPONSE SECTION

1. Bidder Name: \_\_\_\_\_

2. Bidder Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Bidder E-mail Address: \_\_\_\_\_

Bidder Fax Number: \_\_\_\_\_

3. Bidder Mail Code: \_\_\_\_\_ (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

\_\_\_\_\_ private, non-profit    \_\_\_\_\_ private, proprietary    \_\_\_\_\_ public    \_\_\_\_\_ university

5. Bidder's fiscal year begin date: \_\_\_\_\_ (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

\_\_\_\_\_  
Signature of Organization  
President or Director

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
Typed Name of Organization  
President or Director

\_\_\_\_\_  
(Date)

**A. Bidder Experience/Qualifications**

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List all contracts with DHS that have been in place within the past 5 years.
4. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
  - Brief description of service provided;
  - Recipient of service;
  - Dates of service provision;
  - Describe the degree of similarity between related services the bidder has provided and the services being bid;
  - Name and telephone number of a contact person for each individual or agency for whom service was provided.
5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
  - Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
  - Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
  - For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and



comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

7. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

**B. Work Plan (Program Implementation)**

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Describe the needs and strengths of the client population and how that will impact on service delivery.
2. Prepare a description of the way in which service would be provided to a client.
  - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would advance the client in accomplishing the general purpose of the service. Indicate the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.
4. **Supervision**

Describe when and how staff will be supervised.
5. **Staff Allocation**

Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
6. Explain how client will participate in identifying of needs and decision-making.
7. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
8. How will the bidder interact with other agencies involved with the client's plan of treatment?

- . Court
- . DHS
- . Other Agencies

8. **Curriculum** - For teaching and/or training services, provide a copy of the curriculum that will be used. If not applicable to your service, enter N/A.

If the curriculum is specified in the RFQ and must be followed as outlined, indicate "Will follow required curriculum." Identify all audio-visual and/or training aids that will be used.

### **C. Achievement of Outcomes**

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. What percentage of outcomes will be achieved for clients served?

### **D. Availability**

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
5. Indicate ability to arrange transportation for clients to receive services, such as convenience to public transportation, bidder-owned vehicles, etc.
6. Access to public transportation.
7. Outreach  
Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description. Ability to respond to crisis situations.
8. Special assistance
  - . How available
  - . How used and when
9. Other  
Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

## **E. Budget Completion**

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) ([http://www.michigan.gov/documents/CM-468ex\\_15681\\_7.xlt](http://www.michigan.gov/documents/CM-468ex_15681_7.xlt)) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

## **F. Budget Narrative**

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

**BIDDER NAME:**

**PRICE QUOTATION**

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1:

Unit Definition:

a. Price per unit of service: \$\_\_\_\_\_/unit

Service #2 (if applicable):

Unit Definition:

a. Price per unit of service: \$\_\_\_\_\_/unit

Service #3 (if applicable):

Unit Definition:

a. Price per unit of service: \$\_\_\_\_\_/unit

Service #4 (if applicable):

Unit Definition:

a. Price per unit of service: \$\_\_\_\_\_/unit

Bidder: Submit this form in a separate envelope with the budget.

## BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name *					
County			Type of Service		
CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	QUALIFICATIONS
<b>**MANAGERIAL/ SUPERVISORY</b>					
<b>DIRECT SERVICE</b>					
<b>SUPPORT STAFF</b>					

\* Please provide information on staffing only for services to be provided for the request for quote/contract.

\*\*Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, prorate the position into the correct categories.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

**RESOURCE GRID**  
MICHIGAN DEPARTMENT OF HUMAN SERVICES

\* Do not include dollar amounts.

\*\* List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

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